

---

## **Computer Hardware Express Products List (EPL) Request for Proposal (RFP) 3630 Technical Specifications, Section IX**

The following pages are the technical specifications from the Computer Hardware EPL RFP 3630, Section IX. This section includes minimum warranty requirements and general specifications for each category of products on the Computer Hardware EPL. Also described are exclusions to each category that may limit the scope of the product category.

Manufacturers participating in the Computer Hardware EPL are required to follow the specifications detailed in RFP 3630, Section IX, when populating their Mississippi EPL Website. It is the responsibility of the Manufacturer, the seller, AND the customer to understand these specifications and follow them when making Computer Hardware EPL purchases.

Should a manufacturer inadvertently add a product that is not an approved EPL category to their Mississippi EPL Website or a product that is outside the scope of a particular category, all participants – vendors and customers – are reminded that they do not have EPL procurement authority to purchase such products. It is ultimately the customer's responsibility to ensure that the products they are buying from the Mississippi EPL Website meet the RFP requirements. ITS asks for your cooperation by notifying the EPL team of any out-of-scope products at [eplteam@its.ms.gov](mailto:eplteam@its.ms.gov) so that the EPL Team can contact the manufacturer to correct their website and remove the non-approved product.

## SECTION IX TECHNICAL SPECIFICATIONS

Section II, item 8.11 of this RFP requires the Vendor to respond to the *Technical Specifications* section with a point-by-point response to each requirement. Please ignore the directions given in Section II, item 8.11. Do not submit a point-by-point response to Section IX *Technical Specifications*.

### 1. **Computer Hardware Product Categories**

Listed below is a summary of the Computer Hardware EPL categories that may be proposed. Vendors are not required to propose products in all categories. There is not a minimum number of products that must be proposed in a category.

- 1.1 Servers
- 1.2 Backup Storage
- 1.3 UPS
- 1.4 Racks
- 1.5 Switches
- 1.6 Wireless Components
- 1.7 Thin Client Systems
- 1.8 Video Conferencing
- 1.9 Audio/Video Components

### 2. **Scope and Category Minimum Specifications**

Detailed for each category is a scope or category definition, minimum specifications, products that are excluded, and a list of required accessories and upgrades. Additional global minimum specifications and warranty requirements are provided in items 3 and 4 in this section.

- 2.1 *Servers*
  - 2.1.1 Scope, Category Definition, and Minimum Specifications
    - 2.1.1.1 Any commercially-branded computer capable of operating in a Windows environment and designed to run software applications under the heavy demand of a network environment.

- 2.1.1.2 No single item should exceed the cost of the EPL dollar limit.
  - 2.1.1.3 It may be a single-socket, 2-socket, or multi-socket server.
  - 2.1.1.4 Configurations may be rack mount, tower, or blade.
  - 2.1.1.5 Components must be FCC Class B certified.
  - 2.1.1.6 The OS may NOT be sold as part of this EPL.
  - 2.1.1.7 System must be fully configured prior to shipment. This configuration must include any pre-ordered hardware options supplied by the base manufacturer. The customer has the right to waive the requirement of configuration of pre-ordered hardware options.
  - 2.1.1.8 Three years on-site parts and labor warranty with next business day response (Monday through Friday, 8 to 5.) Warranty on external components may be on-site OR exchange.
- 2.1.2 Exclusions
- 2.1.2.1 Servers NOT capable of operating in a Windows environment
  - 2.1.2.2 CAD Workstations (These products are covered in the Micro EPL categories.)
  - 2.1.2.3 Products that exceed the EPL dollar limit.
  - 2.1.2.4 COMPONENTS/OPTIONS that are excluded:
    - 2.1.2.4.1 Any software currently covered under a statewide agreement such as the Microsoft EPL 3533 and the Software EPL 3594.
    - 2.1.2.4.2 Displays that are not branded and/or warranted by the system manufacturer.
    - 2.1.2.4.3 Options other than displays that are covered under another category such as UPS, printers, switches, racks, backup storage.
    - 2.1.2.4.4 TV monitors.

2.1.2.4.5 Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

2.1.3 Required Accessories and/or Upgrades  
Vendor must provide at a minimum the following options/upgrades if available for that product.

2.1.3.1 Processors

2.1.3.2 Memory

2.1.3.3 Hard drives

2.1.3.4 Warranty

## 2.2 *Backup Storage*

2.2.1 Scope, Category Definition, and Minimum Specifications

2.2.1.1 The intent of this category is to provide for backup storage devices used to perform on-site backups in a LAN environment.

2.2.1.2 Storage types that may be included are shown below:

2.2.1.2.1 Tape Storage: Internal or external single tape, autoloaders, and small-scale tape libraries

2.2.1.2.2 Disk Drive Arrays

2.2.1.3 No single item should exceed the cost of the EPL dollar limit.

2.2.1.4 One year parts and labor or exchange warranty.

2.2.2 Exclusions

2.2.2.1 Large-scale or “enterprise” storage solutions that are intended for a server farm or enterprise-type environments.

2.2.2.2 Virtual Tape Libraries

2.2.2.3 Products that exceed the EPL dollar limit.

2.2.2.4 COMPONENTS/OPTIONS that are excluded:

2.2.2.4.1 Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

2.2.3 Required Accessories and/or Upgrades

Vendor must provide at a minimum the following options/upgrades if available for that product.

2.2.3.1 Tape cartridges

2.2.3.2 Hard drives

2.2.3.3 warranty

2.3 *UPS*

2.3.1 Scope, Category Definition, and Minimum Specifications

2.3.1.1 This category is for Uninterruptible Power Supplies (UPS) designed for personal computer, server, and network backup.

2.3.1.2 No single item should exceed the cost of the EPL dollar limit.

2.3.1.3 One year parts and labor or exchange warranty.

2.3.2 Exclusions

2.3.2.1 Large-scale or “enterprise” solutions that are intended for a server farm or enterprise-type environments.

2.3.2.2 Chillers

2.3.2.3 Products that exceed the EPL dollar limit.

2.3.2.4 COMPONENTS/OPTIONS that are excluded:

2.3.2.4.1 Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

2.3.3 Required Accessories and/or Upgrades  
Vendor must provide at a minimum the following options/upgrades if available for that product.

2.3.3.1 Remote Network Management Card

2.3.3.2 Warranty

2.4 *Rack*

2.4.1 Scope, Category Definition, and Minimum Specifications

2.4.1.1 Racks proposed in the category should be designed for computer and networking equipment.

2.4.1.2 Types of racks include 19-inch open frame, 2x enclosures, and 4x enclosures.

2.4.1.3 No single item should exceed the cost of the EPL dollar limit.

2.4.1.4 One year parts and labor or exchange warranty.

2.4.2 Exclusions

2.4.2.1 Large-scale or “enterprise” solutions that are intended for a server farm or enterprise-type environments.

2.4.2.2 Products that exceed the EPL dollar limit.

2.4.2.3 COMPONENTS/OPTIONS that are excluded:

2.4.2.3.1 Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

2.4.3 Required Accessories and/or Upgrades  
Vendor must provide at a minimum the following options/upgrades if available for that product.

2.4.3.1 Shelves

2.4.3.2 Keyboard Drawer/Tray

2.4.3.3 Warranty

## 2.5      *Switches*

### 2.5.1      Scope, Category Definition, and Minimum Specifications

- 2.5.1.1      The intent of this category is to provide fixed port switches for local area network (LAN) use. Products in this category utilizing fiber and/or gigabit are intended to provide a low-end solution for these technologies within the general focus of this EPL.
- 2.5.1.2      Types of switches that may be included are 10/100, 100BaseT, Gigabit, or Fiber. These switches may be chassis-based, standalone, or rack mounted using the port types just mentioned.
- 2.5.1.3      No single item should exceed the cost of the EPL dollar limit.
- 2.5.1.4      One year parts and labor or exchange warranty.

### 2.5.2      Exclusions

- 2.5.2.1      Traditional routers
- 2.5.2.2      Backbone switches
- 2.5.2.3      Products designed for enterprise-core
- 2.5.2.4      Products designed for security
- 2.5.2.5      Full 10GB switches [10GB modules for other switches are allowed.]
- 2.5.2.6      Products that exceed the EPL dollar limit.
- 2.5.2.7      COMPONENTS/OPTIONS that are excluded:
  - 2.5.2.7.1      Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

### 2.5.3      Required Accessories and/or Upgrades

Vendor must provide at a minimum the following options/upgrades if available for that product.

- 2.5.3.1      Modules

2.5.3.2 Warranty

2.6 *Wireless Components*

2.6.1 Scope, Category Definition, and Minimum Specifications

2.6.1.1 The intent of this category is to provide the customer with the ability to add to or upgrade existing LAN-based wireless solutions or provide LAN-based wireless connectivity **for DATA**.

2.6.1.2 The following is a list of the types of components that may be proposed:

2.6.1.2.1 Antennas

2.6.1.2.2 APs

2.6.1.2.3 Authentication

2.6.1.2.4 Bridges

2.6.1.2.5 Cables

2.6.1.2.6 Centralized Management Server or Appliance Software

2.6.1.2.7 Mounts/Enclosures

2.6.1.2.8 Option Cards

2.6.1.2.9 Power Injectors

2.6.1.2.10 Software

2.6.1.2.11 Wi-Fi Cards

2.6.1.3 No single item should exceed the cost of the EPL dollar limit.

2.6.1.4 One year parts and labor or exchange warranty.

2.6.1.5 **ITS** highly recommends that the customer obtain a site survey from Vendor before making any wireless purchases. However, **ITS** makes no requirements for a site survey at this time. One of the hourly rates for services may be used for the purpose of a site survey.



2.6.2 Exclusions

2.6.2.1 Wireless video

2.6.2.2 Wireless voice

2.6.2.3 Products that exceed the EPL dollar limit.

2.6.2.4 COMPONENTS/OPTIONS that are excluded:

2.6.2.4.1 Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

2.6.3 Required Accessories and/or Upgrades

Vendor must provide at a minimum the following options/upgrades if available for that product.

2.6.3.1 Warranty

2.7 *Thin Client Systems*

2.7.1 Scope, Category Definition, and Minimum Specifications

2.7.1.1 A thin client system is a network computer without a hard disk drive. These systems are designed to be especially small so that the bulk of the data processing occurs on the server.

2.7.1.2 No single item should exceed the cost of the EPL dollar limit.

2.7.1.3 Three year parts and labor or exchange warranty.

2.7.2 Exclusions

2.7.2.1 Products that exceed the EPL dollar limit.

2.7.2.2 COMPONENTS/OPTIONS that are excluded:

2.7.2.2.1 Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

- 2.7.3 Required Accessories and/or Upgrades  
Vendor must provide at a minimum the following options/upgrades if available for that product.

- 2.7.3.1 Warranty

- 2.8 *Video Conferencing Equipment*

- 2.8.1 Scope, Category Definition, and Minimum Specifications

- 2.8.1.1 The focus of this category is to provide customers with endpoint equipment.

- 2.8.1.2 Types of equipment include

- 2.8.1.2.1 CODECS

- 2.8.1.2.2 CSU/DSU

- 2.8.1.2.3 Video Streaming

- 2.8.1.2.4 Video Conferencing System Control Pads

- 2.8.1.2.5 Firewall Traversal Solutions

- 2.8.1.2.6 Gatekeepers

- 2.8.1.2.7 MCUs

- 2.8.1.2.8 Video Conferencing Software

- 2.8.1.3 No single item should exceed the cost of the EPL dollar limit.

- 2.8.1.4 One year parts and labor or exchange warranty.

- 2.8.2 Exclusions

- 2.8.2.1 MCUs, bridges, or networking equipment appropriate for use at the central control of the Statewide Network.

- 2.8.2.2 Paging systems

- 2.8.2.3 Systems requiring tailored room construction

- 2.8.2.4 Products that exceed the EPL dollar limit.

- 2.8.2.5 COMPONENTS/OPTIONS that are excluded:

2.8.2.5.1 Furniture is excluded unless it is an option to the manufacturer's base product such as the CODEC manufacturer's branded cart or a printer stand for a manufacturer's printer. Furniture is handled by the Department of Finance and Administration.  
<http://www.dfa.state.ms.us/Purchasing/Home.html>

2.8.2.5.2 Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

2.8.3 Required Accessories and/or Upgrades  
Vendor must provide at a minimum the following options/upgrades if available for that product.

2.8.3.1 Warranty

## 2.9 *Audio/Visual Components*

2.9.1 Scope, Category Definition, and Minimum Specifications

2.9.1.1 The focus of this category is to provide the pieces and parts to complete a video conferencing system.

2.9.1.2 Types of equipment include

2.9.1.2.1 Microphones

2.9.1.2.2 Speakers

2.9.1.2.3 Distribution Amps

2.9.1.2.4 Switchers

2.9.1.2.5 Cameras

2.9.1.2.6 Document Cameras

2.9.1.2.7 Touch Panels

2.9.1.2.8 Remotes

2.9.1.2.9 Archiving Components

2.9.1.2.10 Large Displays: LCD & Plasma

2.9.1.2.11 Digital Signage hardware and software  
(Excluding the displays)

2.9.1.3 No single item should exceed the cost of the EPL dollar limit.

2.9.1.4 One year parts and labor or exchange warranty.

2.9.2 Exclusions

2.9.2.1 Video Surveillance

2.9.2.2 Products that are covered under the Micro EPL with such as desktop monitors, projectors, and whiteboards. Large LCD and plasma displays, document cameras, and other audio visual related components for projectors and whiteboards will be allowed on BOTH EPLs.

2.9.2.3 Furniture is excluded unless it is an option to the manufacturer's base product such as the CODEC manufacturer's branded cart or a printer stand for a manufacturer's printer. Furniture is handled by the Department of Finance and Administration.  
<http://www.dfa.state.ms.us/Purchasing/Home.html>

2.9.2.4 Products that exceed the EPL dollar limit.

2.9.2.5 COMPONENTS/OPTIONS that are excluded:

2.9.2.5.1 Any option only available for either government or education purchase. EPL purchase MUST be available for all EPL users.

2.9.3 Required Accessories and/or Upgrades  
Vendor must provide at a minimum the following options/upgrades if available for that product.

2.9.3.1 Warranty

3. **Global Minimum Specifications**

3.1 Only commercially-branded products may be proposed.

- 3.2 All products must be available for both government and education purchase.
- 3.3 Pricing must be for all EPL users, not just one segment such as education.
- 3.4 Freight must be FOB Destination for a standard delivery. If the delivery is beyond a standard delivery such as “white glove treatment” or because of weight/size, the freight/transportation charges may be line-itemed.

#### 4. **Leveraging State Technology Resources**

- 4.1 **ITS** statute requires that our agency promote consolidation and cooperation in the acquisition of technology infrastructure for state government and that **ITS** acquires and operates the information technology necessary to provide services to the state agencies in a manner that maximizes efficiency and economy. Tight budgets require us to look at how we do business and to consider Mississippi government as one enterprise when possible by building a technology infrastructure once, to be used by many. By pooling one-time purchasing and operating power on certain items that work across the enterprise (servers, storage, networking, software tools, etc.), the State can save significant amounts of money.
- 4.2 Customers are encouraged to explore existing state resources, including those available at the State Data Center, in an effort to effectively share resources and leverage the State’s investments in technology.
- 4.3 **ITS** has added the storage category to the EPL with the intent of providing backup solutions using disk array technology in addition to traditional tape backup. The intent of this category is for primary storage appropriate to the level of servers on the EPL and for backup for these servers. Part of the EPL focus is on small LANs. Server farms, large extended LANs and WANs and their associated storage are outside the focus of this EPL. Additionally, **ITS** is most concerned that customers use off-site backup as well as consider the benefits of the **ITS** Data Center that offers storage and is staffed 24 x 7 x 365 days a year.
- 4.4 **ITS** will publish in the EPL Instructions for Use for EPL 3630 an additional instruction to the customer, as follows: “Prior to purchasing high-end storage items, you are highly encouraged to consider off-site backup solutions as well as storage opportunities offered by **ITS**.”
- 4.5 **ITS** reserves the right to limit the use of this EPL to our customers, particularly agencies, due to legislation or to ensure more effective use of the State Data Center.

## 5. Security

- 5.1 **ITS** has a *State of Mississippi Enterprise Security Policy*. Networking implementations for State Agencies procured under this EPL are subject to this Security. For more information, access the **ITS** Security Website, [http://www.its.ms.gov/services\\_security.shtml](http://www.its.ms.gov/services_security.shtml).
- 5.2 **ITS** requires that Vendors define the security approach for each project and advise all customers of security features. **ITS** acknowledges that, after said advisement, the Vendor cannot confirm that the customer will implement the recommended security features.

## 6. Warranty

### 6.1 *General Warranty Requirements and Definitions*

- 6.1.1 “On-Site Warranty”: The warrantor will, without charge, repair or replace a defective product. During the “on-site” period, the warrantor must come to the customer’s site to repair or pick-up the defective product. If the required warranty specifies “Parts and Labor”, the warrantor must replace or repair the defective product but it is the customer’s responsibility to return the defective product to the warrantor for repair. This includes “return to depot”, “carry-in”, or “shipping to warrantor”, subject to shipping charges as defined below.
- 6.1.2 The warranty must include the BASE Product and any EPL–published items purchased with the base product.
- 6.1.3 The “BASE Product” includes the components required to meet the minimum specifications as outlined for each of the categories.
- 6.1.4 The “Internal EPL Components” are those selected from the EPL options at the time of purchase that are internal to the product.
- 6.1.5 Non-EPL items are NOT automatically covered in the BASE Product or as an EPL Component purchased with the base product. Customer and Vendor must negotiate a warranty separately if needed. NOTE: Vendor-defined options in any open-ended specifications are EPL items.
- 6.1.6 Charges for shipping and handling must be borne by the Vendor during the on-site warranty period or for the first year of the warranty if the item are not covered by an on-site warranty.
- 6.1.7 After the expiration of the first year (for items without on-site coverage) or of the on-site warranty period and for the remainder

of the warranty period, Vendor is required to pay shipping from the manufacturer or repair facility back to the customer, however, Vendor is not required to pay shipping from the customer to the manufacturer or repair facility.

6.2 *Three Year Warranty: Servers and Thin Client Systems*

6.2.1 For SERVERS, the *BASE Product* and all *Internal EPL Components* must have a minimum three year parts and labor ON-SITE warranty with next business day response.

6.2.2 For THIN CLIENT systems, the *BASE Product* and all *Internal EPL Components* must have a minimum three year parts and labor OR EXCHANGE warranty.

6.2.3 The *Keyboard* and *Mouse* are considered plug-and-play items. Therefore Vendor **may opt to exchange** the keyboard and mouse in lieu of coming on-site, with Vendor paying shipping **both to and from** the manufacturer or repair facility. Should the Vendor choose not to provide on-site service, the replacement keyboard or mouse should be shipped first, with instructions for the customer to return the damaged keyboard or mouse in the same box.

6.2.4 EPL proposed *External Components*, such as USB floppy drive, must have a minimum one year warranty, on-site or exchange. If using exchange in lieu of on-site. Vendor must pay shipping **both to and from** the manufacturer or repair facility. Should the Vendor choose not to provide on-site service, the replacement item should be shipped first. With instructions for the customer to return the damaged component in the same box.

6.3 *One Year Parts and Labor or Exchange: Backup Storage, UPS, Racks, Switches, Wireless Components, Video Conference Equipment, Audio/Visual Components*

6.3.1 The *BASE Product* and all *Internal EPL Components* must have a minimum one year parts and labor or exchange warranty.

6.3.2 EPL proposed *External Components* must have a minimum one year parts and labor or exchange warranty.

6.3.3 If using exchange in lieu of repair. Vendor must pay shipping **both to and from** the manufacturer or repair facility.

6.4 The Computer Hardware EPL is not a software EPL and many commercial off-the shelf desktop software applications are included on other **ITS** EPLs.

For software that is part of the management of the EPL hardware and either included with the base system or proposed as an optional accessory, the following warranty applies

- 6.4.1 Vendor will warrant software against defects in workmanship of product for a period of ninety (90) days from the date of sale of the licensed software or the system on which the software is loaded, whichever is applicable.